

# STANDARDIZATION

to change (things) so that they are similar and consistent and agree with rules about what is proper and acceptable

# ACCREDITATION

to recognize or vouch for as conforming with a standard

# Voluntary National Retail Food Regulatory Program Standards

Public Health Conference

March 19, 2015



Missouri Department of Health and Senior  
Services

# Purpose

- Guide to regulatory retail program managers
- Help enhance services
- When applied the standards should:
  - Identify areas where an agency can have the greatest impact
  - Promote the application of risk-factor intervention strategies
  - Assist in identifying program areas needing attention

# Purpose

- Provide information needed to justify maintenance or increases in budgets
- Lead to innovations in program implementation and administration
- Improve industry and consumer confidence by enhancing uniformity within and between regulatory agencies

# Standard 1 - Regulatory Foundation

- Includes statute, regulation, rule, ordinance or a set of regulatory requirements that govern the operation of a retail establishments
- To meet the standard:
  - Food code interventions and risk factor control measures must be evaluated
  - Good retail practices must be evaluated
  - Compliance and enforcement

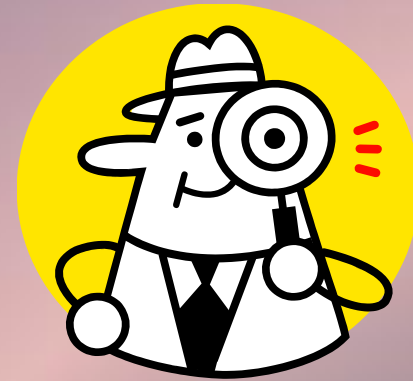


# Standard 2 – Trained Regulatory Staff

- Elements of a training program
  - On-line course
  - Joint field inspections – 25
  - Independent field inspections – 25
  - On-line course work
  - Standardization (completed within 18 months)
  - Continuing education – 20 hours every 3 years

# Standard 3 – Inspection Program Based on HACCP Principles

- Inspection Program focuses on:
  - The status of risk factors,
  - Determines and documents compliance,
    - IN/OUT of compliance
    - NO (not observed)
    - NA (not applicable)
  - Targets immediate and long-term correction of “out-of-control” risk factors.
- Prioritize retail facilities and inspection frequency based on risk





# Standard 4 – Uniform Inspection Program

- Management implements an on-going quality assurance program
  - Evaluates inspection uniformity to ensure inspection quality,
  - Inspection frequency, and
  - Uniformity among staff

# Standard 5 – Foodborne Illness and Food Defense Preparedness and Response

- Written operating procedure for surveillance, investigation, response, and review of food-related incidents
  - Investigation
  - Reporting
  - Laboratory
  - Trace-back
  - Recalls
  - Media management
  - Data review and analysis



# Standard 6 – Compliance and Enforcement

- Procedure for follow-up actions to assure timely correction of code violations
- Documentation that compliance and enforcement action is achieved at least 80 % of the time



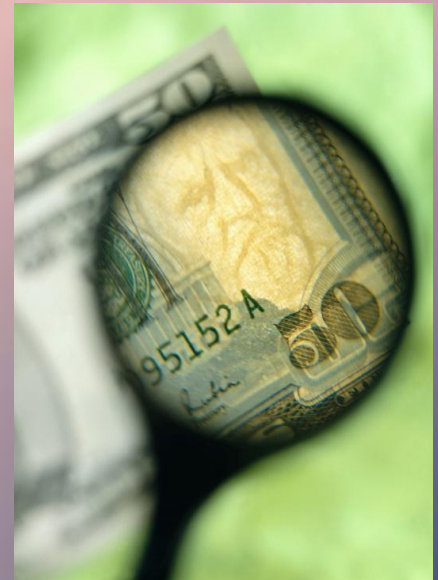
# Standard 7 – Industry and Community Relations

- Outreach activities utilized by the agency to solicit input into a comprehensive food program
  - Industry and consumers meetings
  - Education outreach
    - Websites
    - Newsletters
    - Food handler training



# Standard 8 – Program Support and Resources

- Budget, staff and resources necessary to support an inspection and surveillance program
  - Staffing – 280 to 320 inspection/FTE
  - Equipment
  - Administrative support
  - Standards 2 through 7
  - Program assessment (Standard 9)
  - Accredited laboratory



# Standard 9 – Program Assessment

- Measures the success
  - Self-assessment within 12 months of enrollment and every 36 months thereafter
  - Verification audit within 36 months of self-assessment
  - Conduct risk factor survey

# Standardization

## Component of Standard 2

# State Standardization Process

- DHSS staff utilize Standard 2 methods
- LPHA staff request standardization
- Method
  - Five or eight inspections
  - HACCP plan evaluation
  - Flow chart

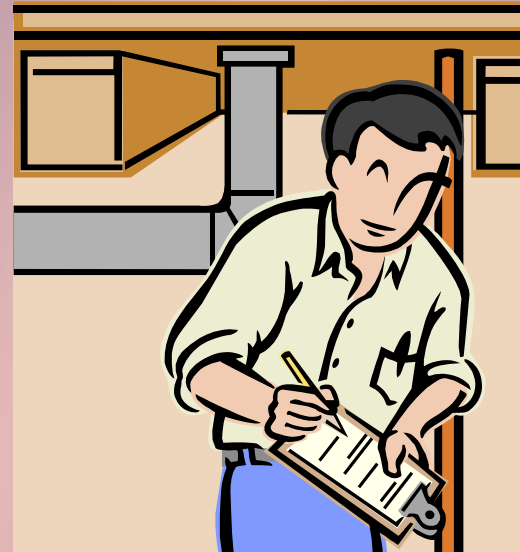


# State Standardization Process

- Performance Areas
  - Observation of violations
  - Code Citations
  - Application of HACCP Principles
  - Inspection Equipment
  - Communication

# State Standardization Process

- Inspection
  - Accuracy of code citations
  - Notations as priority or core
  - Violations noted as observations with corrective measures
- Inspection equipment
  - Thermometers
  - Inspection forms
  - Code book
  - Test strips, etc.



# State Standardization Process

- HACCP Plan Review
  - Inspection of an establishment that submitted an HACCP plan
    - Cook-chill
    - Reduce oxygen packaging
    - Acidification of rice
  - Complete document review and evaluation
    - Review records from three (3) days
    - Accurate and consistent
    - Corrective action documented when critical limits were not met

# State Standardization Process

- Develop flow chart(s) for various processes
  - No cook preparation
  - Same day service preparation
  - Complex preparation
- Flow charts must identify
  - Hazards
  - Critical control points
  - Critical limits



# State Standardization Process

- Risk Control Plan
  - What hazard needs control
  - How can the hazard be controlled
  - Who is responsible
  - What monitoring, record keeping and corrective actions are required



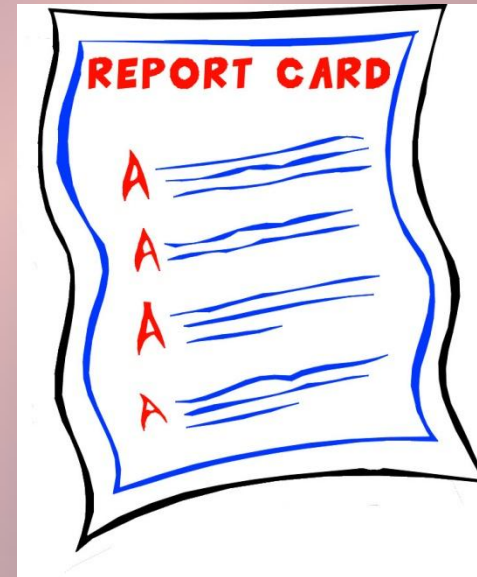
# State Standardization Process

- Communication
  - Introduction
  - Interaction with person-in-charge
  - Exit conference



# State Standardization Process

- Process is scored
- Certificate issued for passing
- Training plan offered that focuses on weak areas
  - Online training
  - Joint field inspections with District staff
  - Re-standardization



# Summary

- Implementing Program Standards
  - Enhanced services
  - Uniformity
  - Accreditation
- Standardization
  - Ability/Skill
  - Knowledge

